

**STATE OF NORTH DAKOTA
DEPARTMENT OF VETERANS AFFAIRS
DEPARTMENT POLICIES**

SUBJECT: Veterans Aid Loan - Delinquent Loans

RESCINDED:

POLICY NO:
260

DISTRIBUTION: Department Personnel
Veteran Service Officers

EFFECTIVE:
ACOVA Mtg
3/2019

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1. NDDVA shall contact loan recipient after a missed payment by one of the following,
 - a. Telephone
 - b. Email
 - c. Mail
 - d. In person (office visit)
2. All contacts and attempts to contact recipient must be documented in the recipient's loan file.
3. A loan will be considered "Delinquent" after ninety (90) consecutive days of non-payment
4. The priority of delinquent loans shall be to collect the principal owed
5. Commissioner may; 
 - a. Renegotiate and adjust terms of loan
 - b. Waive fees
 - c. Waive interest
 - d. Lower monthly payment - Temporarily or for life of loan
6. Applicants who have outstanding delinquent Veterans Aid Loans are eligible for the Grant Program.

 = Required by Law